

Figure 1

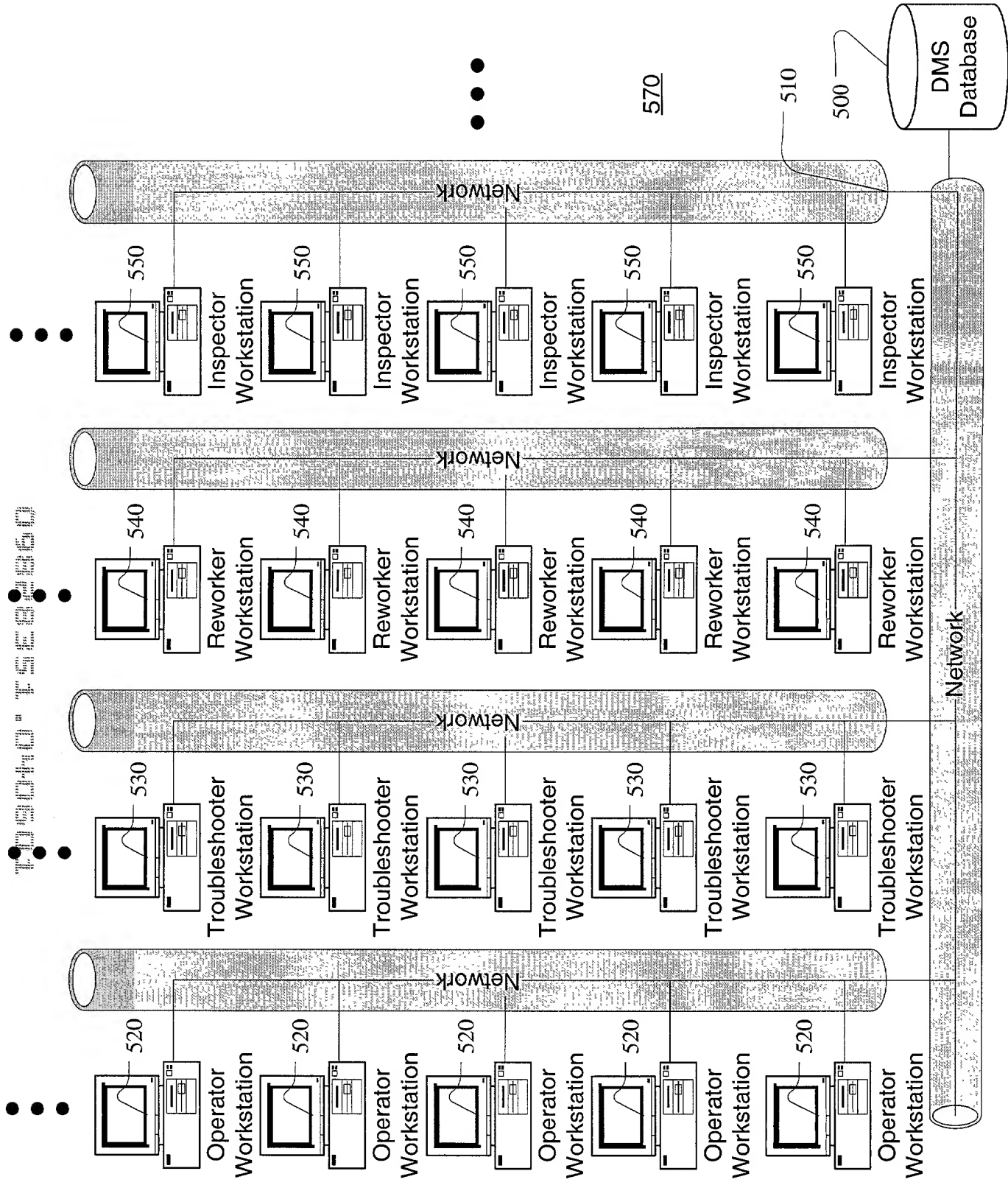


Figure 2

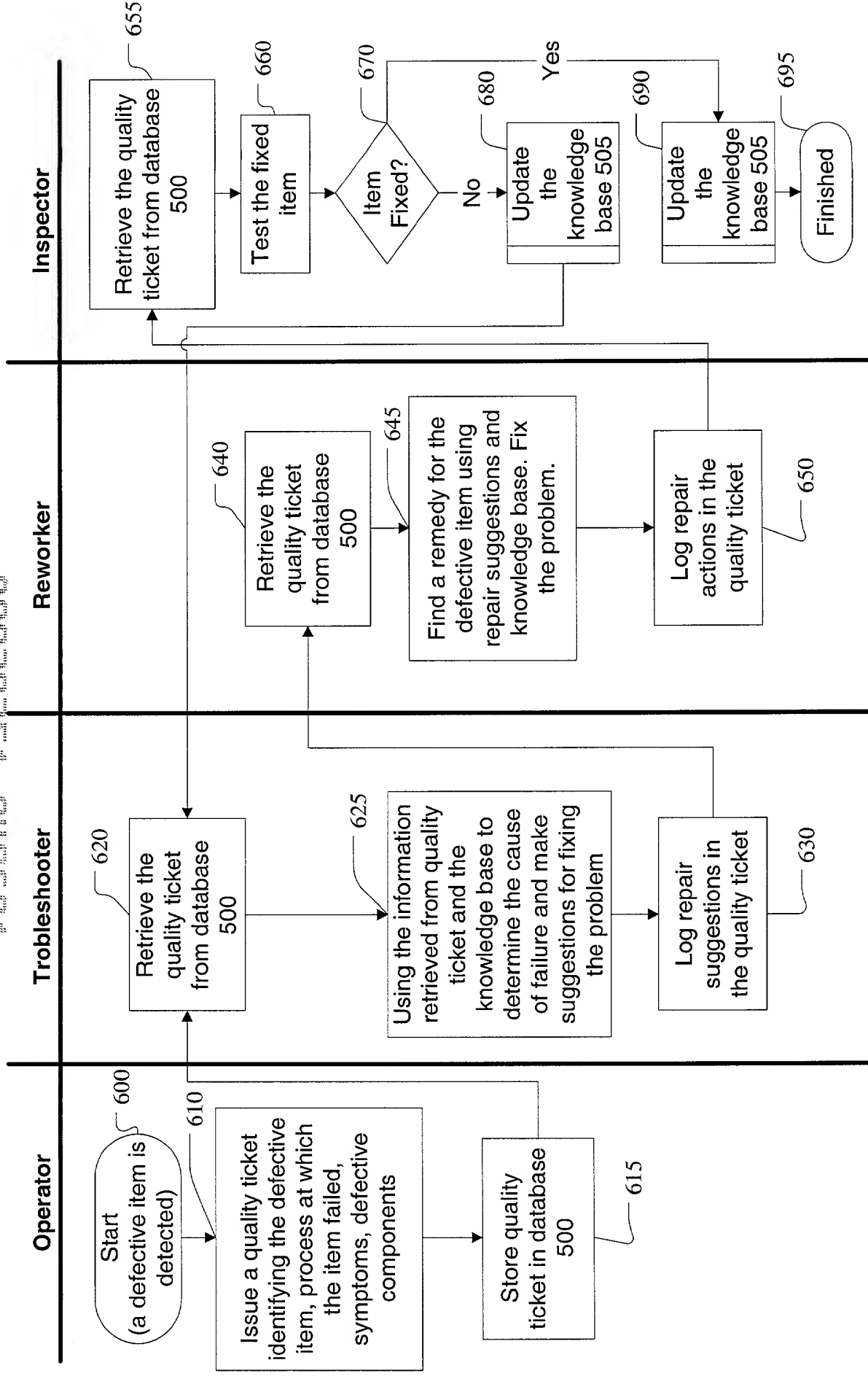


Figure 3

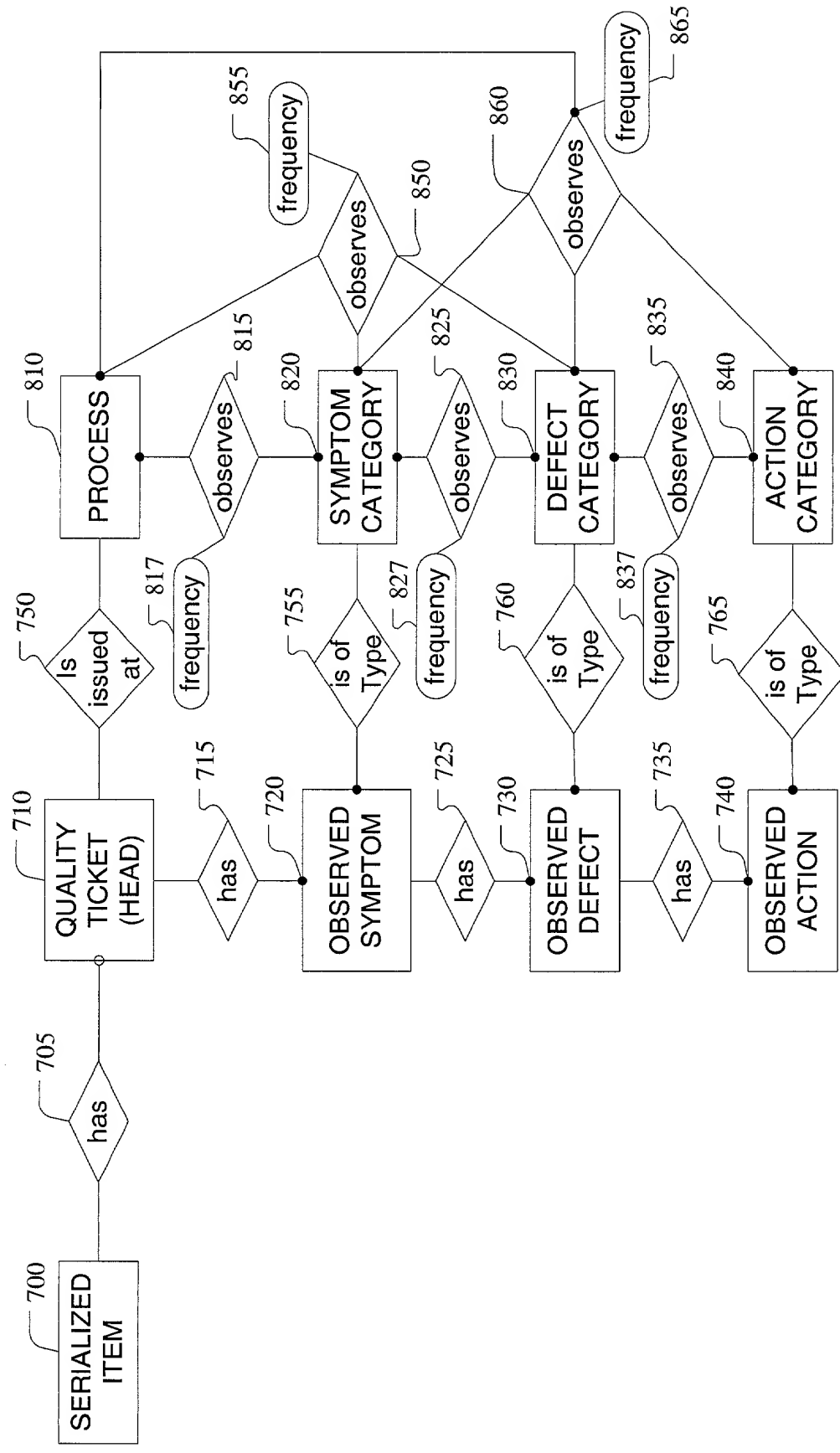


Figure 4

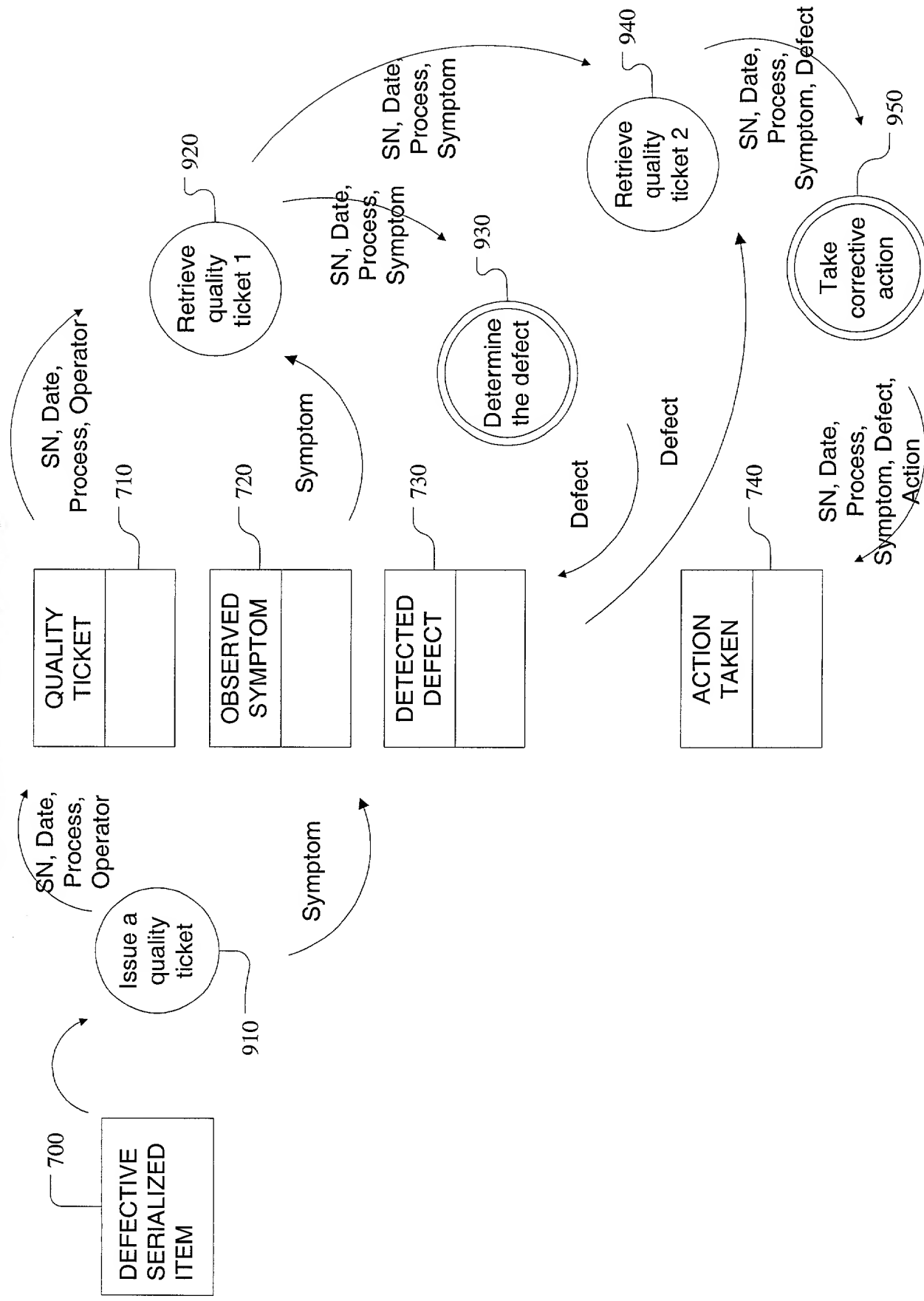


Figure 5

Figure 6a

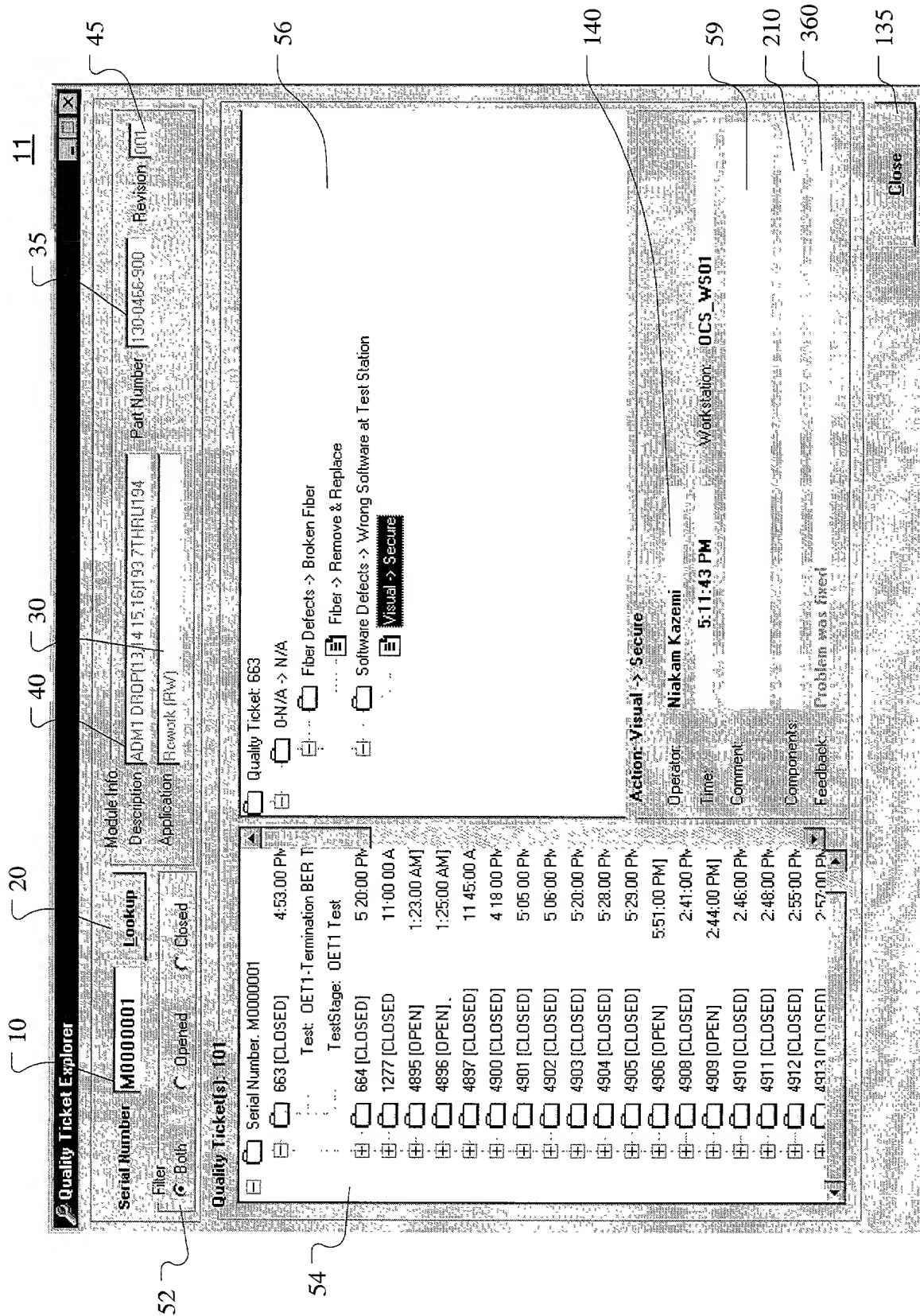


Figure 8

Figure 9

Figure 1 is a screenshot of a software interface titled "Defect/Action Information for Quality Ticket: 411 [SN: M0154632; PN: 130-0321-910; Rev.: B]". The interface is divided into several sections. At the top, there is a header bar with the title. Below the header, there are input fields for "Quality Ticket", "Symptom Info", "Process Stop (Total)", "Symptom", and "Comment". A "Troubleshoot" button is located to the right of the "Symptom" field. Below these fields, there is a section labeled "Initiated by" with the text "CIENA\voislabsuser04". The main area of the window is titled "Defect Category: Solder Defects" and contains a list of components. A table shows the component "u541" with the description "components not solder properly". Below this table, there is a "Defect List and Details" section with a table showing "Defect Category" and "Log Date/Time". A "Defect Management System" dialog box is overlaid on the bottom right, displaying an information icon and the message "Defect information was logged in the database" with an "OK" button. Various numerical labels (70, 75, 80, 85, 90, 200, 280, 290, 300, 310, 320, 330, 340, 350) are placed around the window to indicate specific UI elements.

Figure 10a

Defect/Action Information for Quality Ticket: Ticket#: 4895 [SN: M0000001; PN: 130-0466-900; Rev: 001]

Operator: C:\ENA\dmrtestuser1
Process (Test Stage): OT1 - Rx
Symptom Category: 1-N/A
Area of Operation: 10G
Process Step (Test): RX grating test
Symptom: N/A

Comment:

Defect

Defect Category: [Dropdown]
Components: [List Box]
Comment: [Text Field]

Action

[Save Button]

Component

[Dropdown]

Troubleshooting Guide

To get the detailed information on each defect double click on the corresponding row or click on the Feedback button

Status	Defect Category	Defect	Reference Designator(s)
Not Fixed	Component Defects	Damaged	YERE, EEE
No Action	Component Defects	Damaged	tmdd
No Action	Component Defects	Damaged	GGG, DFDD, DDD
No Action	Component Defects	Damaged	GGG, DFDD, DDD

Feedback Close

80 85 70 295 75 300 385 364 366 330 340 350 200 380 305 390 360 307 310 320 350

Defect/Action Information for Quality Ticket: Ticket#: 416 (SN: M0000002; PH: 130-0466-900; Rev: 001)

Symptom Info

Process (Test Stage): Process Step (Test) Per Inform:

Symptom Category: Symptom:

Comment:

Initiated by:

Defect

Action Category: Action:

Component:

Connect:

Flowchart:

Feedback

☐ Problem was fixed ☐ Problem was not fixed

Defect List and Details

Defect Category	Defect	Log Date/Time
Fiber Defect	Broken Fiber	04/25/2000 10:45:00 AM

Area of Operation: 1 Current Operator: CIENAMM0000002 CIENAMM0000002

Figure 11a

Defect/Action Information for Quality Ticket: Ticket#: 4895 [SN: M0000001; PN: 130-0466-900; Rev: 001]

Operator:	CIENA\dmstestuser1	Area of Operation:	10G
Process (Test Stage):	OT1 - Rx	Process Step (Test):	RX grating test
Symptom Category:	1-N/A	Symptom:	N/A
Comment:			

Defect	Action
Action Category: Testing2 Components: Comment:	Action: Testing2 Step

Save

To get the detailed information on each defect double click on the corresponding row or click on the Feedback button

Status	Defect Category	Defect	Reference Designator[s]
Not Fixed	Component Defects	Damaged	YERE, EEE
No Action	Component Defects	Damaged	tmdd
No Action	Component Defects	Damaged	
No Action	Component Defects	Damaged	GGG, DFDD, DDD

Feedback Close

Figure 1 is a screenshot of a software application window titled "Defect/Action Information for Quality Ticket: Ticket#: 416 [SN: M0000002; PH: 130-0466 800; Rev: 001]". The window is divided into several sections. The top section contains fields for "Quality Ticket", "Symptom Info", "Process Step (Test)", "Symptom", and "Comment". Below this is a table with columns for "Defect", "Action", and "Feedback". The "Defect" column contains a dropdown menu with "Flavorator DENA" selected. The "Action" column contains a dropdown menu with "Problem was fixed" selected. The "Feedback" column contains a dropdown menu with "Problem was not fixed" selected. At the bottom, there is a "Defect List and Details" section with a table showing "Defect Category", "Defect", and "Feedback". The table has one row with "Flavorator DENA" in the "Defect" column and "Problem was not fixed" in the "Feedback" column. The window also includes a "Save" button, a "Cancel" button, and a "Close" button.

Figure 13

386

389

388

387

Troubleshooting Guide

The following is a list of the most likely causes for the specified SYMPTOM

Defect Category	Defect	Frequency
Component Defects	Defective Component	58
Testing Defects	Test Error	51
Component Defects	Damaged	26
Fiber Defects	Broken Fiber	11
Connector Defects	Pitted	10
Solder Defects	Insufficient Solder	8
Testing Defects	High Insertion loss	6
Solder Defects	Excessive Solder	5
Testing Defects	Proof Test Break	5
Component Defects	Wrong Component	5

Close

350

Figure 15